

COMPLAINTS PROCEDURE

Last updated: 4/12/2025

Complaints Procedure

At Neil King, we are committed to providing a high standard of service. If something goes wrong, we aim to resolve it quickly and fairly.

1. STAGE 1 — INITIAL COMPLAINT

Contact:

Lisa Plastow — Operations Manager

Neil King, 10 Electric Parade, George Lane, South Woodford, E18 2LY

Tel: 020 8220 9000

Email: lisa@nkres.co.uk

We will:

- Acknowledge within 3 working days
- Fully investigate
- Provide a written response within 15 working days

2. STAGE 2 — ESCALATION

If not satisfied, escalate to:

Laura King — Director

Neil King, 10 Electric Parade, George Lane, South Woodford, E18 2LY

Tel: 020 8220 9000

Email: laura@nkres.co.uk

We will:

- Acknowledge within 3 working days
- Conduct a senior review
- Provide a Final Viewpoint Letter within 15 working days

3. STAGE 3 — INDEPENDENT REDRESS

If still dissatisfied, you may refer to The Property Ombudsman (TPO) within 12 months of our Final Viewpoint Letter.

TPO Membership Numbers:

- Sales (Neil King Residential Ltd): D02245
- Lettings (NK Residential Lettings Ltd): D11597

The Property Ombudsman

Milford House, 43–55 Milford Street, Salisbury, SP1 2BP

Tel: 01722 333306

Website: www.tpos.co.uk

Email: admin@tpos.co.uk

4. TIMEFRAMES & RECORD KEEPING

All complaints and documents are retained for at least six years.

5. ADDITIONAL INFORMATION

This procedure covers sales, lettings, and property management.

Deposit disputes may also be raised with the DPS:

DPS Membership No: 1524005

6. CONTACT US

Neil King

10 Electric Parade, George Lane, South Woodford, E18 2LY

Tel: 020 8220 9000

Email: neil@nkres.co.uk